

WHAT IS CLAIMED IS:

1 1. A resource management system comprising:
2 a work plan builder module configured to build work plans for workers, said work
3 plan builder module being configured to allow each worker to specify, for each of a
4 plurality of different time periods, one of a plurality of different activities that the worker
5 plans to perform during that time period; and
6 a computer-accessible memory for storing the work plans built by said work plan
7 builder module.

1 2. The resource management system according to claim 1, wherein the
2 plurality of different activities include answering telephone calls, answering electronic
3 mail messages and answering regular mail messages.

1 3. The resource management system according to claim 2, wherein the
2 plurality of different activities further includes vacation time.

1 4. The resource management system according to claim 3, wherein the work
2 plan builder module is configured to selectively communicate to each worker data
3 indicative of the vacation time remaining for that worker.

1 5. The resource management system according to claim 2, wherein the
2 plurality of activities further includes sick time.

1 6. The resource management system according to claim 5, wherein the work
2 plan builder module is configured to selectively communicate to each worker data
3 indicative of the sick time remaining for that worker.

1 7. The resource management system according to claim 1, wherein the
2 memory is part of a system server computer and the work plan module is a client process
3 executed on a computer located remotely with respect to the system server computer.

1 8. The resource management system according to claim 1, wherein said work
2 plan builder module is configured to generate and send messages to works that do not
3 specify a plan by a work plan deadline.

1 9. The resource management system according to claim 1, further
2 comprising:
3 a supervision module configured to access the work plans stored in said memory
4 and to allow review of the work plans by supervisors.

1 10. The resource management system according to claim 9, wherein the
2 supervision module is configured to communicate data indicative of all workers that plan
3 to perform a particular activity during a particular time period.

1 11 The resource management system according to claim 9, wherein the
2 supervision module is configured to communicate data indicative of total amounts of time
3 that workers plan to perform particular activities.

1 12. The resource management system according to claim 1, further
2 comprising:
3 a forecast module for comparing the work plans stored in said memory with
4 forecasted needs.

1 13. The resource management system according to claim 12, wherein said
2 forecast module is configured to generate a graphical display indicative of the comparison
3 of the work plans and the forecasted needs.

1 14. A method of managing resources comprising:
2 specifying for each of a plurality of workers, for each of a plurality of different
3 time periods, one of a plurality of different activities that the worker plans to perform
4 during that time period; and
5 storing in a computer-accessible memory the specified activities.

1 15. The method according to claim 14, further comprising:
2 comparing the specified activities stored in the memory with forecasted needs.

1 16. The method according to claim 15, further comprising:
2 changing the specified activities for one of more workers based on the comparing.